

Quality Assurance Questionnaire **Family, Friends & Advocates**

Name of person completing form HAZEL GRAHAM

Residents Name PETER WESTALL

Home GRIZEDALE Your connection to the home VISITOR.

Date 5/11/13

Please give your rating by ticking the boxes below.
 (5 = excellent) (4 = very good) (3 = good) (2 = poor) (1 = very poor)

	5	4	3	2	1
1 Please rate the overall experience of your visit to the home	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2 How would you rate the services offered within the home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3 Please rate how welcome you were made during your visit	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4 How professional, do you think, were the staff?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5 How would you rate the staffs' understanding of the 'needs' of residents?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
6 If any issues were raised, how well were they dealt with?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7 How do you rate the Managers' understanding of the 'needs' of the home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8 How do you rate the standard of the written documentation?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9 How would you rate the Managers response time to issues raised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10 Rate the communication between the Managers, staff and yourself	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11 How would you rate the outcome of issues raised?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
12 How well were the reporting procedures followed?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
13 How do you rate the effort made to include the residents in activities?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
14 How would you rate the quality of Day Care Provision?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15 How do you rate the level of Staff Support?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
16 Please rate the general environment and equipment of the home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
17 How do you rate the grounds and garden generally around the home?	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Additional Comments:-

CRIZEDALE IS THE RESIDENTS HOME AND YOU FEEL WHEN YOU ENTER YOU ARE ENTERING A FAMILY HOME. THE RESIDENTS LIVE TOGETHER AS ONE FAMILY AND YOU CAN FEEL THE LOVE FOR EACH OTHER AND THE LOVE FOR THE STAFF. THE STAFF ALSO SPREAD LOVE.. IT IS A VERY HAPPY AND RELAXED PLACE TO LIVE. I HAVE NO PROBLEMS OR ISSUES WITH THE PLACE THE RESIDENTS ARE WELL CARED FOR AND THEIR WISHES ARE ALWAYS CONSIDERED THE STAFF AND MANAGER NEAR A GOLD MEDAL I CANNOT THANK THEM ENOUGH

Your views are very important to us and we appreciate the time taken to complete this form.
Please return completed forms to the Home Manager, or post to Head Office, address below:-

Quality Assurance Dept.,
Pathways Care Group
The Old Stables
1 Grove Hill Road
Harrow
HA1 3AA